

THE HAZELEY ACADEMY

JOB PROFILE

POST: Receptionist **GRADE:** MK3

LOCATION: Academy Reception **Hours:** 15 hours per week (Term Time)

HOURS:

Mon, Weds & Fri 1.00pm-4.30pm
Tues & Thurs 12.45pm – 3.00pm

15 hours across the week term time plus 15 hours across INSET Days

JOB PURPOSE

As part of the Main Office Team you will provide a professional reception service for the Academy.

PRINCIPAL ACCOUNTABILITIES

- Providing reception duties in line with the customer charter.
- Receiving visitors to the Academy using the electronic Inventory system.
- Answering and directing incoming calls via the main switchboard.
- Providing up-to-date and clear information to all Stakeholders of the Academy.
- Administration of the Academy's "Reception" email inbox.
- Administration of the Academy's "Enquiries" email inbox.
- Managing the booking system for the four main meeting rooms.
- Management of the reception area to ensure a professional appearance at all times.
- Adhoc admin duties as required by the Office & Communications Manager.
- To ensure the implementation of the Academy's equal opportunities policy.
- Other responsibilities as reasonably requested and commensurate with the grading of the post.

REVIEW ARRANGEMENTS

The details contained in this job description reflect the content of the job at the date it was prepared. However, it is inevitable that, over time, the nature of the jobs may change. Existing duties may no longer be required and other duties may be gained without changing the general nature of the post or the level of responsibility entailed.

Consequently, the Academy will expect to revise the job description from time to time and will consult with the post holder at the appropriate time.

Signed

Signed

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Receptionist

Line Manager

Date

Date

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THE HAZELEY ACADEMY

PERSON SPECIFICATION

JOB TITLE: Morning Receptionist

CRITERIA		E/D
EXPERIENCE/ KNOWLEDGE	<ul style="list-style-type: none"> • Office administration • Experience working as a Receptionist or in a customer service environment • Knowledge of Microsoft Outlook and Word 	E E D D
TECHNICAL JOB RELATED SKILLS	<ul style="list-style-type: none"> • ICT literate • Good telephone manner • Effective organisational skills • Ability to communicate effectively, orally and in writing 	E E E E
PERSONAL JOB RELATED SKILLS	<ul style="list-style-type: none"> • Commitment to quality and continuous improvement • Accuracy and attention to detail • Professional appearance and demeanor • Customer orientated • Team orientated • Ability to stay calm under pressure • Ability to work without supervision and on own initiative 	E E E E E
EDUCATION QUALIFICATIONS	<ul style="list-style-type: none"> • Basic literacy/numeracy qualification • Willingness to undertake further work related training 	E E
OTHER REQUIREMENTS	<ul style="list-style-type: none"> • Reliable member of staff willing to have a flexible approach to respond to Academy's needs • Commitment to uphold the Academy's equal opportunities policy 	E E